



LSE VACATIONS

GUEST SERVICE CHARTER

Who we are

LSE Vacations promote and sell LSE's residences when trading commercially, primarily during the student vacation periods. We are part of LSE Residential Services Division, which is one of London's largest student accommodation providers, with up to 3,201 available bed spaces and employing over 200 staff.

What we do

LSE Vacations aims to offer great value central London accommodation to all, which is welcoming, secure and affordable.

By choosing to book with LSE Vacations you are helping to provide safe, secure and affordable housing for our students. The additional revenue from vacation trading contributes to keeping student rents as low as possible. This environment supports and enhances the learning goals of our diverse community, in particular our efforts to widen participation. LSE is committed to recruiting the best possible students with the highest academic and intellectual potential, regardless of their economic or social background.

The Sales and Marketing Office is responsible for marketing the residences through a wide variety of online and print media and undertakes specific projects aimed at boosting vacations occupancy and repeat business.

The standards of service you can expect from us

We provide 24 hour staffing in all LSE residences.

We will deal with any query you have as quickly as we can.

We will tell you how long we will take to deal with your query and do our best to keep to the time we have said.

We will let you know when answering, if your query takes longer than first expected.

We will provide you with friendly, efficient and helpful service whenever you deal with us.

We will resolve customer complaints fairly, consistently, and promptly.

We will actively seek your feedback on how we can improve our services.

What do I do if I'm not satisfied with the service I've received?

Firstly contact the person or service you used and tell them what went wrong. If you are unsure who to contact then email your comment or complaint to:

vacations@lse.ac.uk

We will send you an acknowledgment within 24 hours and a full response within ten working days. If we need to investigate further we will let you know when you can expect a full reply from us. If you are not satisfied with the way we handled your complaint we will tell you what to do next.

